

Dear IDOC Member,

We know it has been a very challenging month for you, particularly for those of you in hard-hit areas. Many of you have had to reduce your hours or close temporarily due to government mandates. As you navigate this difficult period, we want to emphasize that we are here to support you in any way possible. Please see the resources we want to make available to you now:

#### **Payment Terms**

- To help relieve some of the financial burden, we encourage you to reach out to our Credit Department at [creditdept@us.luxottica.com](mailto:creditdept@us.luxottica.com) or your Sales Consultant to discuss possible flexibility on your payment schedule
- Any new order placed between Friday, March 27 and April 30, 2020 will have 30 days extended payment terms, based on standard payment terms.

#### **Masks**

- For those of you continuing to see patients with essential or emergency care needs, Luxottica may be able to provide **medical-grade masks** to help protect you from potential transmission. If you are in need of masks, please email us at [covid19@us.luxottica.com](mailto:covid19@us.luxottica.com). Supplies are limited.

#### **Luxottica University**

- Now more than ever Luxottica University is a valuable resource for you and your associates to use during this time to prepare for the future and ensure your practice is ready for a comeback.
- Along with our large catalogue of free content including over 300+ modules (continually updated), we have created a specific learning path on Luxottica University dedicated to our customers, geared around improving the patient experience to becoming an expert on selling plano and Rx Sun.
- In addition, look out for an invite to a practice management series of ABO certified Virtual Classroom sessions at no cost. The virtual classroom sessions will include topics such as improving practice profitability focused around right sizing your assortment, mastering your brand mix, to leveraging a static frame board and to classes around leveraging social media to drive better capture rate, and much more.
- Discover our content today at [university.luxottica.com](http://university.luxottica.com). Now accessible even from your mobile device.

#### **MyLuxottica**

- During this period, [My.Luxottica.com](http://My.Luxottica.com) continues to be available to you 24/7 to manage your account, order spare parts or communicate with us about the support you need.

#### **Your Luxottica Team**

Please don't hesitate to reach out to us at [MFitch@us.luxottica.com](mailto:MFitch@us.luxottica.com) or [StrategicPartnerships@us.luxottica.com](mailto:StrategicPartnerships@us.luxottica.com) with any questions or suggestions on how we can help you during this difficult time. In the meantime, stay healthy and safe.

Warmest,  
The Luxottica Wholesale N.A. Team